



Operational Services Plan

Department:	Library	Date:	Updated: 6/30/20
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies) Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

As the public libraries transition from appointment-based services to a hybrid model (“by appointment” and “limited, express service” hours available to the public), the departmental functions will remain the same, but the provision will differ significantly. We tried to capture these changes below, but there were many overarching issues and questions that do not necessarily apply to an individual service. We’ve included that list here:

- We will limit the number of customers in the building at a given time to 15 per available staff member, with a maximum of 30 customers in all locations.
 - Available staff members will be defined as those who are not stationed at the entrance to screen and count customers.
 - The number of customers will vary by location. For example, the Jordan Library would have 1 staff member stationed at the entrance and 1 available staff member for a customer limit of 15, while the Savage Library would have 1 staff member stationed at the entrance and 2 available staff members for a customer limit of 30.
- We will strongly encourage customers (via website, social media, in-library signage) to limit their time in the library.
- We will use physical controls (e.g. removing chairs, relocating tables) to discourage customers from congregating and lingering.
- We will procure plexiglass shields for each service desk (1-2 per library).
- We will prohibit access to the Smart Play Spot in the Shakopee Library.

- **Function A: Access to Library Materials**

- Digital materials are available 24/7 to anyone with a Scott County Library card.
 - Customers who do not have a library card can use the expedited online library card application available at: <https://www.scottlib.org/857/Apply-for-a-Card>
 - The library continues to purchase additional copies of eBooks and eAudiobooks.
 - PPE and sanitizing supplies are not required.
- Physical materials are available in two ways: 1. During “by appointment” hours, physical materials are available for curbside pickup; 2. During “limited, express service” hours, physical items are available for browsing, for self-service checkout, and for staff-assisted checkout.
 - During “by appointment” hours
 - Customer requests materials through the catalog or mobile application.
 - Customer is notified when their materials are ready for pickup.
 - Customer requests curbside pickup through Lib Appointments or by phone.
 - Staff confirms appointment.
 - Staff reviews customer account and retrieves requested items.
 - Staff checks out materials, prints receipt, and places in plastic bag.
 - Staff verifies vehicle has arrived in curbside pickup zone.
 - Staff brings materials to car and places them in trunk or desired location.
 - Staff will override any blocks on customer account to ensure access.
 - During “limited, express service” hours
 - Accessing requested materials
 - Customer requests materials through the catalog or mobile application.
 - Customer is notified when their materials are ready.

- Customer visits library during “limited, express service” hours.
 - Staff confirm customer is wearing mask upon entry; staff offer mask if customer does not have one, if available. Access to the library will not be granted to anyone unwilling to wear masks upon entry and for the duration of their stay. Children 5 years of age and younger will not be required to wear masks.
 - Customers will be directed to restrooms and asked to wash their hands before accessing library space.
 - Customer locates requested materials on holds shelf.
 - Customer follows signage directing them to self-service checkout kiosks.
 - If customer requests assistance using self-service checkout kiosk, staff will assist from a distance of no fewer than 6 feet.
 - If customer is unable or unwilling to use self-service checkout kiosk, staff will assist at public service desk. (See below for additional detail on this process.)
 - Customer uses self-service checkout kiosk
 - Staff wipes down self-service kiosk using bleach solution and paper towels, ideally following each use but at least during scheduled cleaning of high-touch areas.
 - Visits will be limited to 30 minutes based on concerns for disease spread.
- Accessing browsing collection
 - Library aisles will include signage limiting to one person per aisle.
 - Customer visits library during “limited, express service” hours.
 - Staff confirm customer is wearing mask upon entry; staff offer mask if customer does not have one, if available. Access to the library will not be granted to anyone unwilling to wear masks upon entry and for the duration of their stay. Children 5 years of age and younger will not be required to wear masks.
 - Customers will be directed to restrooms and asked to wash their hands before accessing library space.
 - Customer may use library catalog, mobile application, or visual browsing of shelved materials to locate items of interest. Catalog stations will be wiped down every frequently.
 - Customer follows signage directing them to self-service checkout kiosks.
 - If customer requests assistance using self-service checkout kiosk, staff will assist from a distance of no fewer than 6 feet.
 - If customer is unable or unwilling to use self-service checkout kiosk, staff will assist at public service desk. (See below for additional detail on this process.)
 - Customer uses self-service checkout kiosk.
 - Staff wipes down self-service kiosk.
- Staff-assisted checkout of physical materials
 - Customer has followed initial steps of “accessing requested materials” and/or “accessing browsing collection” processes, and they require staff-assisted checkout at a public service desk.
 - Customer approaches public service desk and stands at preferred location indicated on floor.
 - Customer holds out library card to be scanned, offers library card number verbally, or provides relevant account information to confirm identity.
 - Customer holds out materials to be scanned; staff scan materials.

- Upon conclusion of the transaction, staff wipes down public service desk.
 - Plexiglass will be in place at service points. First choice will be for plexiglass that is self-standing, rather than drilling into building facilities which are owned by the cities.
 - Tables will be in place in front of service counters and sticky dots placed at 6' intervals on the floor
 - Cash and coin payments for fines will not be accepted; overdue fines were suspended in March and will continue until further notice
- “By appointment” and “limited, express service” is available at separate times at all public library locations.
 - For example, a library that’s “open” from 10AM-5PM may offer the following options:
 - 10:00-1:30 – library services are available by appointment only (curbside pickup and computer access by appointment)
 - 1:30-2:00 – closed for cleaning and transition to “limited, express service”
 - 2:00-5:00 – walk-in library services only (curbside pickup and computer access by appointment are not available)
 - Specific schedules vary by location.
- Service options and changes will be promoted on social media, library website, and newsletters.
- Returned materials will continue to be quarantined for 72 hours before recirculating.
- Staff will be cleaning counters and shared workspaces in compliance with county safety guidelines with bleach solutions and paper towels.
- **Function B: Library Programs and Outreach**
 - Programs and services previously provided face-to-face will be offered virtually. Virtual services will be promoted the following ways:
 - Adult newsletter (1-2 times/week)
 - Kids & Family newsletter (1-2 times/week)
 - Dedicated page on the Scott County Library website
 - Scott County Library social media
 - Think Small texting program
 - Summer Spotlight At Home program; delivered online, by mail, and/or through pickup at the libraries
 - Mailout and pickup arts workshops for families and adults
 - Video Early Literacy Classes, including classes in Spanish, will be pre-recorded and/or streamed live
 - Reading challenges and fun activities will be shared via our Beanstack app
 - Staff will create book lists and share recommendations
 - Other virtual programs will be added in the coming weeks
 - Staff will continue to work with schools to promote online resources like Homework Help, online tutoring, and eBook/eAudiobook collections.
 - Low-level PPE (gloves, basic mask) may be required for rare instances where staff need to work near public
- **Function C: Public Access WiFi**
 - Public WiFi remains available outside library buildings for anyone nearby to use.
 - This cannot be boosted.
 - During “limited, express service” hours, WiFi will be available for customer use inside library buildings.
 - While this service will be available, meeting and study room access will be restricted, chairs will be removed from tables in the library proper, and staff will limit opportunities for lounging/lingering as much as possible.
- **Function D: Access to Public Computers**
 - Access to public computers is available during “by appointment” hours.
 - Overview
 - Computers are available for public use at all public library locations.
 - Hours of service are aligned with those of curbside pickup.
 - Service was launched on Monday, May 26, 2020.

- Service is by appointment only. Customers should limit their parties to the number of individuals needed to complete a transaction (translators, caregivers, etc).
- All customers must wear a mask at all times.
- Appointments are for computer use only—no collection browsing, no playing in children’s area, etc.
- Sessions are limited to 60 minutes.
- Each branch is limiting the number of available computers (2 at Belle Plaine/Jordan/Elko New Market, 3 at New Prague/Prior Lake/Savage, 4 at Shakopee) to ensure social distancing.
- There will be gaps in between appointments to allow for cleaning. (30 minutes between appointments)
- No in-person assistance will be available. Staff will be using a new web-based software, LibChat, to help with all questions. This will allow some staff to continue to work at home while still providing technical support to customers.
- Basic cleaning supplies will be needed.
- Process
 - Customer makes appointment online for public computer.
 - Confirmation and reminder emails are built in and happen automatically.
 - Staff receives and uses booking information to reserve the computer.
 - Customer visits library at scheduled booking time and calls library to be let in.
 - Staff informs customer they will come to doorway and ask customer to remain at least 6 feet away while they unlock door and come back inside.
 - Staff unlock door and confirm customer is wearing a mask. If not, customer will be provided with one and asked to wear it. If customers decline to wear a mask, they will not be admitted to the building.
 - Staff move at least 6 feet away to allow customer to enter.
 - Staff verbally guide customer from at least 6 feet away as needed (i.e. “follow blue tape line,” “computers are upstairs,” etc.)
 - Staff relocks door.
 - Staff washes or sanitizes hands.
 - Customer follows [signage](#)/tape lines to their computer.
 - Customer uses guest pass # to unlock the computer.
 - Customer uses computer.
 - Customer ends session and leaves.
 - After customer leaves, staff will clean the station with bleach/water solution using public computer cleaning guidelines:
 - Mix 1 capful of bleach with 1 spray bottle of water. Paper towels should be utilized when wiping down surfaces.
 - Dampen a paper towel with the mixture and use the damp paper towel to wipe down surfaces.
 - Unplug keyboard and mouse from computer, then wipe down keyboard and mouse.
 - Wipe down computer tower and monitor
 - Plug in keyboard and mouse again
 - Spray furniture with bleach/water solution and wipe with paper towel.
 - Desk
 - Chair
 - Repeat with Print Release Station as needed.
 - City employees will resume responsibility for cleaning public restrooms
- During “limited, express service” hours:
 - Overview
 - Computers are available for public use at all public library locations.

- Service is available on first-come, first-served basis. Customers should limit their parties to the number of individuals needed to complete a transaction (translators, caregivers, etc).
- All customers must wear a mask at all times.
- Sessions are limited to 30 minutes with no extensions.
- Each branch will limit the number of available computers (2 at Belle Plaine/Jordan/Elko New Market, 3 at New Prague/Prior Lake/Savage, 4 at Shakopee) to ensure social distancing.
- Limited in-person assistance will be available. Staff will attempt to use new web-based software, LibChat, to help with all questions, but staff may need to provide technical support to customers. If so, this will be done at a distance of no fewer than 6 feet.
- Basic cleaning supplies will be needed.
- **Process**
 - Customer visits library during “limited, express service” hours.
 - Staff confirm customer is wearing mask upon entry; staff offer mask if customer does not have one, if available. Access to the library will not be granted to anyone unwilling to wear masks upon entry and for the duration of their stay. Children 5 years of age and younger will not be required to wear masks.
 - Customers will be directed to restrooms and asked to wash their hands before accessing library space.
 - Customer locates available computer.
 - Customer uses library card or guest pass # to unlock the computer.
 - Customer uses computer.
 - Customer ends session and leaves.
 - After customer leaves, staff will clean the station with bleach/water solution using public computer cleaning guidelines:
 - Mix 1 capful of bleach with 1 spray bottle of water. Paper towels should be utilized when wiping down surfaces.
 - Dampen a paper towel with the mixture and use the damp paper towel to wipe down surfaces.
 - Unplug keyboard and mouse from computer, then wipe down keyboard and mouse.
 - Wipe down computer tower and monitor
 - Plug in keyboard and mouse again
 - Spray furniture with bleach/water solution and wipe with paper towel.
 - Desk
 - Chair
 - Repeat with Print Release Station as needed.

- **Function E: Customer Service**

- Phone, email, and Ask-a-Librarian chat service are available for customers who have questions.
- These services will be promoted on social media and the website.
- During “limited, express service” hours, customers will be able to approach staff at public service desks with reference/information service questions.
 - Staff will provide reference services at a safe distance by creating a barrier at the service desk, reminding people of a six feet distance, and having staff maintain six feet.
 - Interactions will be limited to fewer than 10 minutes, even when physical distancing is possible.
 - Staff will encourage customers to use the mobile application for searching for resources and materials.
 - If customers need assistance (with self-service checkout kiosks) that cannot be delivered at a public service desk, staff will stand behind and to the side of the customer at a distance of at least 6 feet.

- **Function F: Meeting Rooms and Study Rooms**

- Meeting rooms and study rooms are not available to the general public at this time.
 - Meeting rooms may be used for supervised visitation when appointments are scheduled by County Health and Human Services staff.
 - These meetings will be limited to HHS staff and their clients, and all participants will follow existing guidelines for supervised visits.
 - Library staff will manage access to the meeting room.
 - Library staff will follow standard cleaning protocols after the visit has ended.
- This service will be reactivated when community mitigation measures are no longer in place.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- **Function A: Access to Library Materials**
 - For "by appointment" and "limited, express service" hours, open hours have been established based on actual staff capacity as determined using Employee Relations workforce planning tools.
 - For curbside pickup, depending on volume, a minimum of 2 staff will be needed in each location during "open" hours.
 - Library delivery will continue to be needed to move requested materials around the County
 - For digital resources, staff are increasing time spent on selection and curation.
 - If there is an exposure that meant staff were not available, the branch will be closed temporarily.
- **Function B: Library Programs and Outreach**
 - Need support from Library Technology Manager
 - Reassign Learning & Outreach staff from in-person programming and Readmobile duties to planning and executing virtual programming and outreach.
 - Additional library staff who normally provide programming support and early literacy classes to create and contribute virtual content.
 - Subscriptions/software/apps: Zoom, Camtasia, Movavi, Canva, Animoto, iMovie
 - Technology and coaching for staff to create and contribute video content remotely, such as microphones, web cams, camera mounts
 - Modest incentives for completing Spring Reading challenge levels; envelopes, postage, and staff for mailing out incentives in early June
 - Staff and technology to process new Educator and Welcome card applications received directly and through the new online application.
- **Function C: Public Access to WiFi**
 - No changes or resources required this time.
- **Function D: Access to Public Computers**
 - Staff will need to book the appointment, let customers into the building, and clean computers after use.
 - Staff will need to be available to support customers via chat software when computers are in use.
- **Function E: Distance Information Services**
 - Staff who had provided in-person service will be reassigned to provide online and call-in service.
 - Staff will monitor voicemail, email, and Ask-a-Librarian questions while in the library.
 - Staff will need appropriate technology to check branch email remotely if working from home.
- **Function F: Meeting Room Reservations**
 - No changes or resources required at this time.

Adherence to Governor's Executive Orders

Identifying Sick Employees:

Employees who present COVID-19 like symptoms while working will be removed from their worksite and sent home in accordance with current Scott County Occupational health guidance. In accordance with CDC guidance, their workstation and equipment will be quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

Employees who present COVID-19 like symptoms following a work shift (prior for reporting for another shift) will contact their supervisor. They will be directed to remain at home and, in accordance with CDC guidance, the workstation and equipment used on the previous shift will be isolated and quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

Identifying Sick Customers:

A customer who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building. The workstation and equipment used by the customer will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill person must be disinfected before allowing other customers to enter those areas. Following the 24 hour period, the workstation and equipment may be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

Training:

Staff providing services and back up functions will receive initial procedural training as well as daily safety updates.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Shut down:

In the event that illness, contamination or other conditions reduces the minimum resources or employees required to provide services in manner consistent with the current Operational Service Plan, and back up staff are not available, the service will be closed, and notices given to customers and staff

Division Director Comments

Strategic Branch Comments

County Administrator Comments

Function D (access to pc's) is not available until MDE opens up the public libraries. We need to make books by curbside as available as possible. Make sure have gloves and wipes to clean materials coming back in.

County Administrator Signature _____ Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

May, 2020:

The Library Department would like to launch this service in response to customer demand for access to computers. The service is scheduled to go into effect May 26, 2020.

June 2020:

Customer demand for more access to library resources is being shared with county commissioners and the library director. The limited, express service hours expand library access safely. Target date for opening July 20th.

August 2020:

Updated language about face masks to align with Governor's order. – jg

Updated language reflecting opening conference rooms for supervised visitation to provide easier access for visits and an indoor alternative as weather changes. CHarder 8/30/2020.